

T-01051B-15-0382

ORIGINAL

Arizona Corporation Commis
Utilities Complaint Form

0000167993

Investigator: Deborah Reagan Phone: <<< REDACTED >>>

Opinion Date: 12/28/2015

Opinion Number: 2015 - 127945

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 12/28/2015 9:30 AM

First Name: Edward

Last Name: Ehrman

Account Name: Edward Ehrman

Address: <<< REDACTED >>>

City: Oracle

State: AZ

Zip Code: 85623

Home: <<< REDACTED >>>

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

In a letter received from CenturyLink on Dec 22, 2015 there were some unclear or undefined statements. There was a telephone number to call should you have questions but this number goes to the billing group. On Dec.22 I called and spoke to Brian and Julian, neither had any information about this matter. I then called Dawn Salaver, who filed the original application but only received her voicemail. I then called Jennifer Mercer, who affirmed that she sent the letter but again only voice mail. On December 23, I called again, hoping they now had someone in place to field questions. I spoke to Cindy but she also, while aware of the letter, was unfamiliar with the details. I do not believe CenturyLink has gone far enough to make transparent the information needed for customers to have a position on this application and ask the commission to delay this decision until consumers have enough time to make an informed comment. It is possible that Ms. Salaver and Ms. Mercer have taken their holiday time off. I think many of their customers may have also and find the timing of the letter even less helpful to their customers, another reason to consider a delay. This letter should be resent with the correct telephone number of people able to clarify some points and a new decision date should be set, out far enough to allow customer enquiry and comment.

Investigation

Date:

Analyst:

Submitted By:

Type:

12/28/2015

Deborah Reagan

Telephone

Investigation

Comments entered for the record and filed with Docket Control.

Complaint 2015-128019 also sent to CenturyLink.

Arizona Corporation Commission

DOCKETED

DEC 29 2015

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AZ CORP COMMISSION
DOCKET CONTROL